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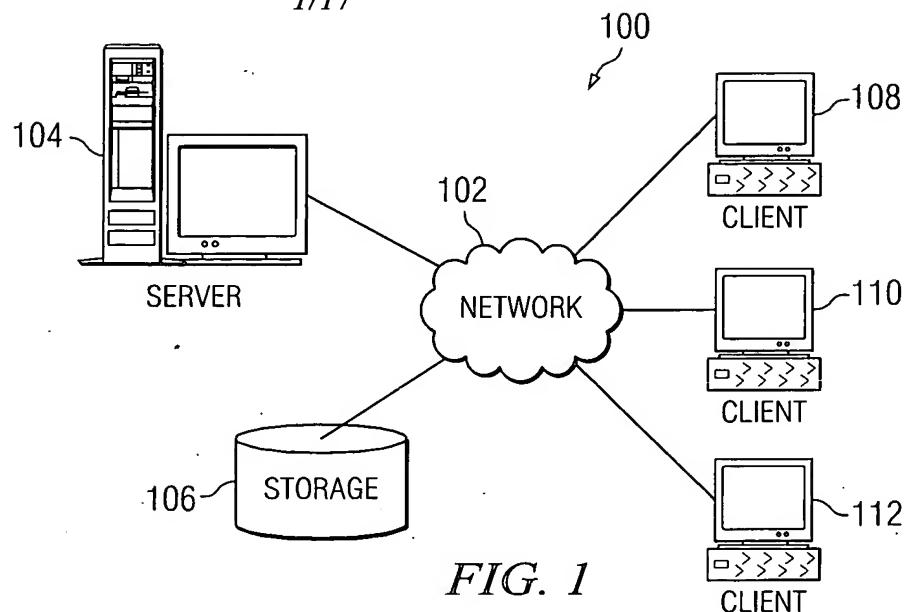


FIG. 1

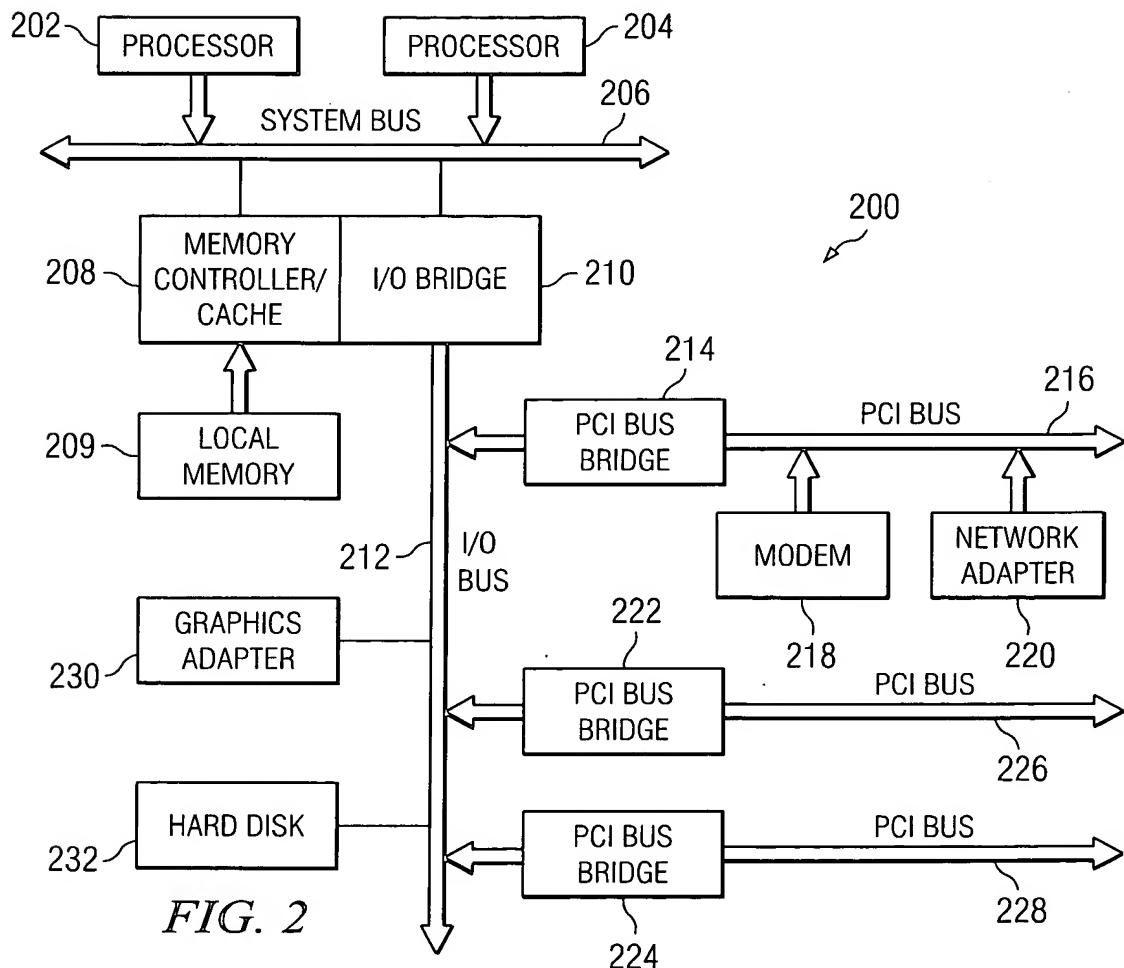


FIG. 2

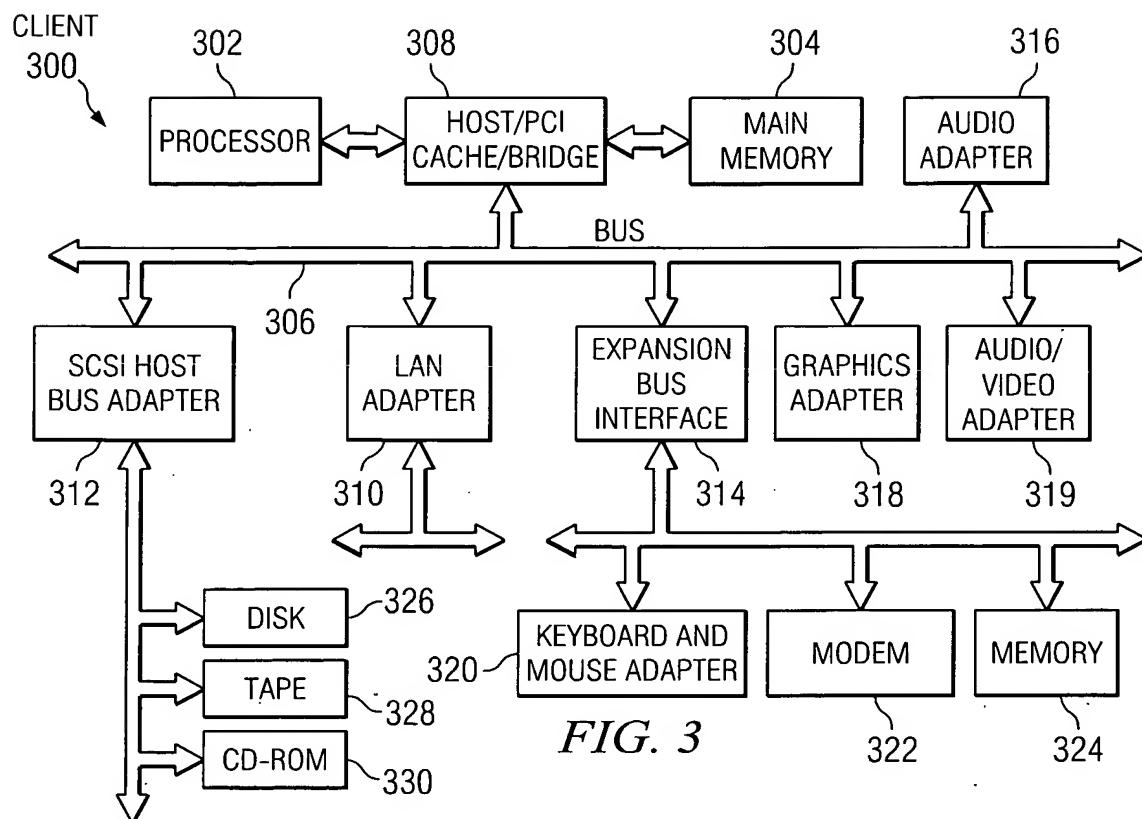


FIG. 3

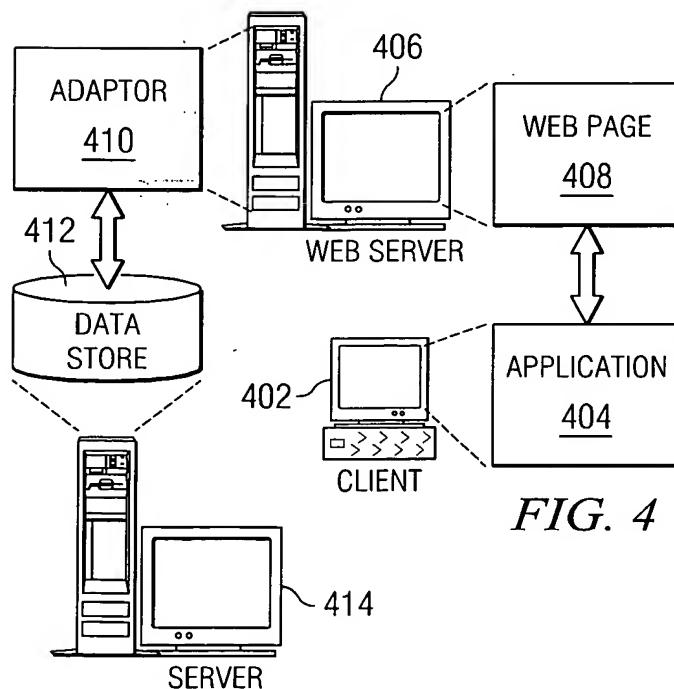


FIG. 4

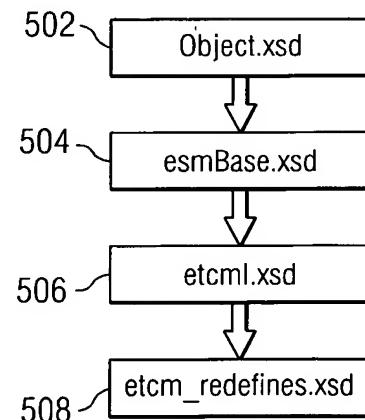


FIG. 5

FIG. 6A

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```

<?xml version="1.0" encoding="UTF-8"?>
<xsd:schema version="1.0" xml:lang="en-US"
targetNamespace="http://www.ibm.com/esm"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns="http://www.ibm.com/esm"
xmlns:etcML="http://www.ibm.com/v1/etcML" elementFormDefault="qualified"
attributeFormDefault="qualified">
<xsd:import namespace="http://www.ibm.com/v1/etcML"
schemaLocation="etcml_redefines.xsd" />

602 {   <xsd:element name="esmML" type="etcML:etcRootType"> 604
        <xsd:annotation>
            <xsd:documentation xml:lang="en-us">Root element for our new
            extended esm language.</xsd:documentation>
        </xsd:annotation>
    </xsd:element>

    <xsd:complexType name="ESMResponseBodyType">
        <xsd:annotation>
            <xsd:documentation>ESM customized response Body</xsd:documentation>
        </xsd:annotation>
        <xsd:complexContent>
            <xsd:extension base="etcML:ResponseBodyType"> 608
                <xsd:sequence>
                    <xsd:element name="RowSet" type="RowSetType"
minOccurs="0" maxOccurs="1" />
                    <xsd:element name="Properties"
type="PropertiesType" minOccurs="0" maxOccurs="1" />
                </xsd:sequence>
            </xsd:extension> 610
        </xsd:complexContent>
    </xsd:complexType>

    <xsd:complexType name="ParameterType">
        <xsd:complexContent>
            <xsd:extension base="etcML:ParameterType"> 614
                <xsd:sequence>
                    <xsd:element ref="etcML:RequestedFields" minOccurs="1"
maxOccurs="1" /> 616
                    <xsd:element ref="etcML:StartRow" minOccurs="0"
maxOccurs="1" />
                    <xsd:element ref="etcML:MaxRowCount" minOccurs="0"
maxOccurs="1" /> 618
                    <xsd:element ref="etcML:DisplayRowCount" minOccurs="0"
maxOccurs="1" />
                    <xsd:element name="RowSet" type="RowSetType"
minOccurs="0" maxOccurs="1" />
                </xsd:sequence>
            </xsd:extension>
        </xsd:complexContent>
    </xsd:complexType>

```

FIG. 6B

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```

<xsd:complexType name="PropertiesType">
  <xsd:complexContent>
    <xsd:extension base="etcML:TicketingRecordSetType">
      <xsd:sequence maxOccurs="unbounded" minOccurs="1">
        <xsd:element name="Property" type="FieldType" />
      </xsd:sequence>
    </xsd:extension>
  </xsd:complexContent>
</xsd:complexType>

620 { <xsd:complexType name="RowSetType">
  <xsd:complexContent>
    <xsd:extension base="etcML:TicketingRecordSetType">
      <xsd:sequence maxOccurs="unbounded" minOccurs="1">
        <xsd:element name="Row" type="RowType" />
      </xsd:sequence>
      <xsd:attribute name="name" type="xsd:string" />
    </xsd:extension>
  </xsd:complexContent>
</xsd:complexType>

628 { <xsd:complexType name="FieldType"> 624
  <xsd:sequence>
    <xsd:element name="name" type="xsd:string" />
    <xsd:element name="value" type="xsd:string" />
  </xsd:sequence>
</xsd:complexType> 626

623 { <xsd:complexType name="RowType"> 632
  <xsd:sequence minOccurs="0">
    <xsd:element name="Column" type="ColumnType" minOccurs="0"
      maxOccurs="unbounded" />
    <xsd:element name="RowSet" type="RowSetType" minOccurs="0"
      maxOccurs="unbounded" />
  </xsd:sequence>
  <xsd:attribute name="name" type="xsd:string" /> 634
  <xsd:attribute name="rowNumber" type="xsd:positiveInteger" />
</xsd:complexType>

630 { <xsd:complexType name="ColumnType">
  <xsd:complexContent>
    <xsd:extension base="FieldType">
      <xsd:sequence>
        <xsd:element name="enums" type="EnumsType" minOccurs="0" />
        <xsd:element name="metadata" type="MetadataType" minOccurs="0" />
      </xsd:sequence>
    </xsd:extension>
  </xsd:complexContent>
</xsd:complexType> 638

636 { <xsd:complexType name="EnumsType">
  <xsd:sequence maxOccurs="unbounded" minOccurs="1">
    <xsd:element name="enum" type="xsd:string" />
  </xsd:sequence>
</xsd:complexType>

640 { <xsd:complexType name="MetadataType">
  <xsd:sequence maxOccurs="unbounded" minOccurs="1">
    <xsd:element name="enum" type="xsd:string" />
  </xsd:sequence>
</xsd:complexType>

```

FIG. 7A

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```

<?xml version="1.0" encoding="UTF-8"?>
<xsd:schema xml:lang="en-us" version="1.0" elementFormDefault="unqualified"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema" attributeFormDefault="unqualified"
  targetNamespace="http://www.ibm.com/v1/etcML"
  xmlns="http://www.ibm.com/v1/etcML" xmlns:Q1="http://www.ibm.com/etc">
  700

  702  {<xsd:complexType name="etcRootType">
    <xsd:sequence minOccurs="1" maxOccurs="1">
      <xsd:element name="Transactions" type="TransactionsContainerType"
        minOccurs="0" maxOccurs="1" />
    </xsd:sequence>
    <xsd:attribute name="ID" type="xsd:ID" use="optional" />
  </xsd:complexType>
  704

  706  {<xsd:complexType name="TransactionsContainerType">
    <xsd:choice minOccurs="1" maxOccurs="1">
      <xsd:element name="Request" type="TransactionRequestType"
        minOccurs="0" maxOccurs="1" />
      <xsd:element name="Response" type="TransactionResponseType"
        minOccurs="0" maxOccurs="1" />
    </xsd:choice>
  </xsd:complexType>
  708
  710

  712  {<xsd:complexType name="TransactionRequestType">
    <xsd:complexContent>
      <xsd:extension base="TransactionType">
        714
        716
        <xsd:sequence>
          <xsd:element name="SystemID" type="ProviderType"
            minOccurs="0"
            maxOccurs="1" />
          <xsd:element name="TransactionType"
            type="ProviderActionType" minOccurs="1" maxOccurs="1" />
          <xsd:element name="Parameters"
            type="ParameterType" />
        </xsd:sequence>
      </xsd:extension>
    </xsd:complexContent>
    718
  </xsd:complexType>
  720

  722  {<xsd:complexType name="TransactionType">
    <xsd:attribute name="userID" type="xsd:string" use="required" />
    <xsd:attribute name="password" type="xsd:string" use="optional" />
    <xsd:attribute name="timeStamp" type="xsd:dateTime" use="required" />
    <xsd:attribute name="languageCode" type="LanguageCodeType" use="required" />
    <xsd:attribute name="countryCode" type="CountryCodeType" use="required" />
    <xsd:attribute name="timeZone" type="TimeZoneType" use="required" />
  </xsd:complexType>
  724
  726
  <xsd:simpleType name="ProviderType">
    <xsd:restriction base="xsd:string">
      <xsd:enumeration value="e-ESM61"/>
      <xsd:enumeration value="e-ESM44"/>
    </xsd:restriction>
  </xsd:simpleType>

```

FIG. 7B 6/17

```
<xsd:complexType name="TransactionFilteredRequestType">
  <xsd:complexContent>
    <xsd:extension base="TransactionRequestType">
      <xsd:sequence>
        <xsd:element ref="Filters" minOccurs="0"
                     maxOccurs="1"></xsd:element> 732
        <xsd:element ref="Sort" minOccurs="0"
                     maxOccurs="1"></xsd:element> 734
      </xsd:sequence>
    </xsd:extension>
  </xsd:complexContent>
</xsd:complexType>
<xsd:element name="Sort">
  <xsd:complexType>
    <xsd:sequence maxOccurs="1" minOccurs="1">
      <xsd:element ref="SortOrder" minOccurs="1"
                   maxOccurs="unbounded" /> 738
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="SortOrder" type="SortOrderType" />
<xsd:complexType name="SortOrderType">
  <xsd:sequence minOccurs="1" maxOccurs="1">
    <xsd:element ref="Value" minOccurs="1"
                 maxOccurs="1"></xsd:element> 744
    <xsd:attribute name="operator"
                  type="SQLGroupByOperatorType"></xsd:attribute>
  </xsd:sequence>
</xsd:complexType>
<xsd:element name="Value" type="xsd:string"></xsd:element>
<xsd:simpleType name="SQLGroupByOperatorType">
  <xsd:restriction base="xsd:string">
    <xsd:enumeration value="Ascending"></xsd:enumeration>
    <xsd:enumeration value="Descending"></xsd:enumeration> 748
  </xsd:restriction>
</xsd:simpleType> 750
<xsd:element name="Filters">
  <xsd:complexType>
    <xsd:sequence maxOccurs="unbounded"> 754
      <xsd:element ref="Filter" minOccurs="0"
                   maxOccurs="unbounded" /> 756
      <xsd:element ref="Filters" minOccurs="0"
                   maxOccurs="unbounded" /> 758
    </xsd:sequence>
  <xsd:complexType>
</xsd:element>
<xsd:attribute name="operator"
               type="SQLConditionJoinOperatorType" use="required" />
```

FIG. 7C

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```

<xsd:simpleType name="SQLConditionJoinOperatorType">
  <xsd:restriction base="xsd:string">
    <xsd:enumeration value="And" style="margin-left: 20px;">762
    </xsd:enumeration>
    <xsd:enumeration value="Or" style="margin-left: 20px;">764
    </xsd:enumeration>
  </xsd:restriction>
</xsd:simpleType>

<xsd:element name="Filter" type="FilterType" />

<xsd:complexType name="FilterType">
  <xsd:sequence minOccurs="0" maxOccurs="unbounded">
    <xsd:element ref="Value" minOccurs="1" maxOccurs="unbounded" />
  </xsd:sequence>
  <xsd:attribute name="key" type="xsd:string" use="required" />
  <xsd:attribute name="operator" type="SQLConditionOperatorType" style="margin-left: 20px;">770
  use="required" />
</xsd:complexType>

<xsd:simpleType name="SQLConditionOperatorType">
  <xsd:restriction base="xsd:string">
    <xsd:enumeration value="Equal" style="margin-left: 20px;"></xsd:enumeration>
    <xsd:enumeration value="GreaterThan" style="margin-left: 20px;"></xsd:enumeration>
    <xsd:enumeration value="LessThan" style="margin-left: 20px;"></xsd:enumeration>
    <xsd:enumeration value="GreaterThanOrEqualTo" style="margin-left: 20px;"></xsd:enumeration>
    <xsd:enumeration value="LessThanOrEqualTo" style="margin-left: 20px;"></xsd:enumeration>
    <xsd:enumeration value="NotEqualTo" style="margin-left: 20px;"></xsd:enumeration>
    <xsd:enumeration value="Like" style="margin-left: 20px;"></xsd:enumeration>
    <xsd:enumeration value="In" style="margin-left: 20px;"></xsd:enumeration>
    <xsd:enumeration value="Between" style="margin-left: 20px;"></xsd:enumeration>
    <xsd:enumeration value="NotIn" style="margin-left: 20px;"></xsd:enumeration>
    <xsd:enumeration value="NotBetween" style="margin-left: 20px;"></xsd:enumeration>
  </xsd:restriction>
</xsd:simpleType>

<xsd:complexType name="TransactionResponseType">
  <xsd:complexContent>
    <xsd:extension base="TransactionType" style="margin-left: 20px;">778
      <xsd:sequence minOccurs="1" maxOccurs="1">
        <xsd:element name="SystemID" type="ProviderType" style="margin-left: 20px;">776
        minOccurs="0" maxOccurs="1" />
        <xsd:element name="TransactionType" type="ProviderActionType" minOccurs="1" maxOccurs="1" style="margin-left: 20px;">776778776

```

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Request and Response Data at Runtime

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780 {
 <xsd:simpleType name="ProviderErrorCodeType">
 <xsd:restriction base="xsd:string">
 <xsd:enumeration value="0" /> 782
 <xsd:annotation>
 <xsd:documentation xml:lang="en-us">Successful 784
 transaction </xsd:documentation>
 </xsd:annotation>
 </xsd:enumeration>
 <xsd:enumeration value="10000" /> 786
 <xsd:annotation>
 <xsd:documentation xml:lang="en-us">System
788 ~ failure </xsd:documentation>
 </xsd:annotation>
 </xsd:enumeration>
 </xsd:restriction>
 </xsd:simpleType>
</xsd:schema>

FIG. 7D

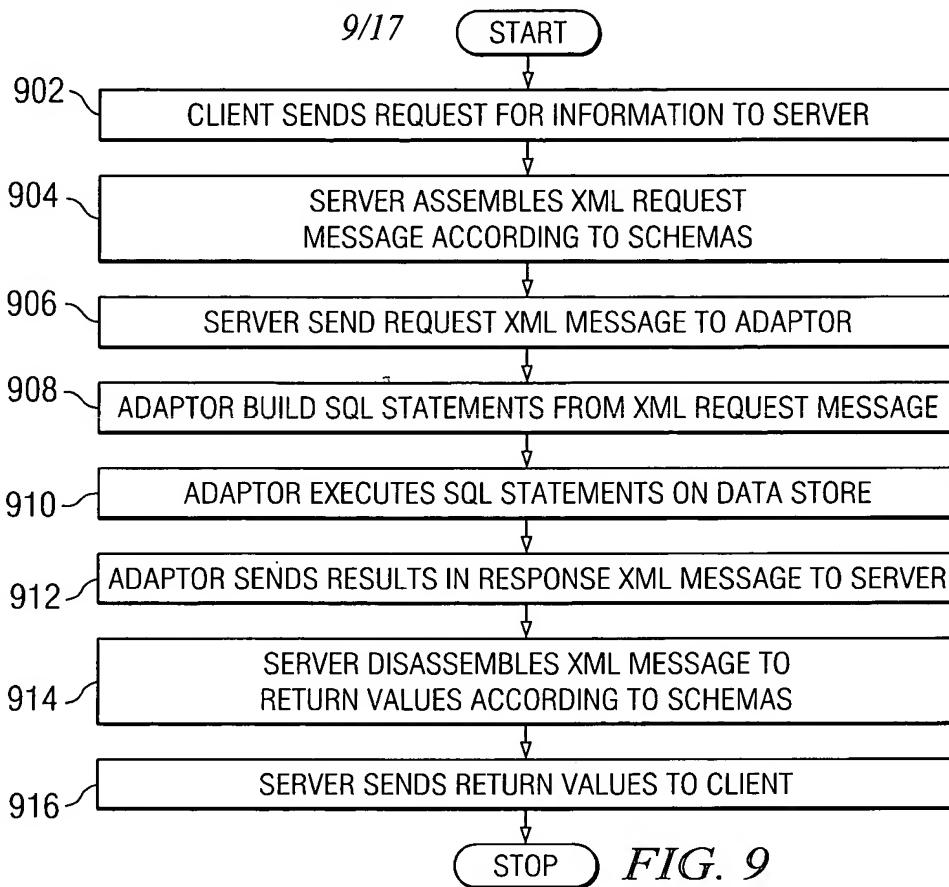
800 ↗
 <?xml version="1.0" encoding="UTF-8"?>
 <xsd:schema targetNamespace="http://www.ibm.com/v1/etcML"
 xmlns:xsd="http://www.w3.org/2001/XMLSchema"
 xmlns="http://www.ibm.com/v1/etcML" attributeFormDefault="unqualified"
 elementFormDefault="unqualified">

 <xsd:redefine schemaLocation="etcml.xsd">
 820 {
 <xsd:simpleType name="ProviderActionType">
 <xsd:restriction base="ProviderActionType">
 <xsd:enumeration value="add" />
 <xsd:enumeration value="delete" />
 <xsd:enumeration value="get" />
 <xsd:enumeration value="list" />
 <xsd:enumeration value="validate" />
 <xsd:enumeration value="modify" />
 </xsd:restriction>
 </xsd:simpleType>

 822 {
 <xsd:simpleType name="ProviderErrorCodeType">
 <xsd:restriction base="ProviderErrorCodeType">
 <xsd:minInclusive>0</xsd:minInclusive>
 <xsd:maxInclusive>12000</xsd:maxInclusive>
 </xsd:restriction>
 </xsd:simpleType>
 </xsd:redefine>
 </xsd:schema>

FIG. 8

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 Focazio et al.
 Method and Apparatus for Splitting and Merging
 Request and Response Data at Runtime



<?xml version="1.0" encoding="UTF-8"?>
 <esm:esmML xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
 xmlns:esm="http://www.ibm.com/esm" xmlns:etcML="http://www.ibm.com/v1/etcML" ID="1">

1002 <Transactions>
 1004 <Request xsi:type="esm:ObjectType" countryCode="fr" languageCode="FR"
 timeZone="" esm:agentID="EXAV" esm:userTrace="false">
 1008 <SystemID>eESM630</SystemID>
 1006 <TransactionType>list</TransactionType> 1011
 1010 <Parameters xsi:type="esm:ParameterType"> 1011
 1010 <etcML:RequestedFields> 1012
 1010 <RequestedField>ProblemTicket.id</RequestedField> 1012
 1010 <RequestedField>ProblemTicket.Person.id</RequestedField> 1014
 1010 </etcML:RequestedFields> 1016 1016
 1010 <etcML:StartRow>1</etcML:StartRow> 1016
 1010 <etcML:DisplayRowCount>10</etcML:DisplayRowCount> 1018 1018
 1010 </Parameters> 1022 1022
 1020 <etcML:Filters operator="AND"> 1020
 1020 <etcML:Filter key="ProblemTicket.id" operator="NotEqualTo"> 1026 1026
 1020 <etcML:Value>L</etcML:Value> 1024 1024
 1020 </etcML:Filter> 1024
 1020 </etcML:Filters> 1000 1000
 1028 <esm:TransactionTarget>ProblemTicket</esm:TransactionTarget> 1028 1028
 1028 </Request> 1028
 1028 </Transactions> 1028
 1028 </esm:esmML> 1028

FIG. 10

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[11/14/03 15:55:57.057 CST] Servlet.Engine.Transports : 0:DEBUG
 com.ibm.etc.cct.adapter.esm63.ejb.ESMAdapter63Bean.DataAccessManager - SQL 1101
 1102 ~ 1104 ~ 1106 ~
 Stmt:SELECT PROBLEMS.PROBLEM_ID, PROBLEMS.FIRST_PEOPLE_ID FROM
 1108 ~ 1110
 TSD630UC.PROBLEMS PROBLEMS WHERE 1=1 AND ((PROBLEMS.PROBLEM_ID <>?)
 FETCH FIRST 201 ROWS ONLY

[11/14/03 15:55:57.057 CST] Servlet.Engine.Transports : 0:DEBUG
 com.ibm.etc.cct.adapter.esm63.ejb.ESMAdapter63Bean.DataAccessManager-
 setParameters(List parameters, PreparedStatement iPS):Param Type: CHAR Value:L 1112

```

<?xml version="1.0" encoding="UTF-8"?>
<esm:esmML xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:esm="http://www.ibm.com/esm" ID="1">
  1120 ~
  1122 <Transactions>
  1124 <Response xsi:type="esm:ObjectResponseType" countryCode="fr" language code="FR"
    timeStamp="2003-11-14T22:04:24Z" timeZone="">
    <SystemID>eESM630</SystemID>
    <TransactionType>list</TransactionType> 1128
    1132 <ErrorCode>0</ErrorCode> 1126
    <ResponseDescription>success</ResponseDescription> 1130
    1134 <Body xsi:type="esm:ObjectResponseBodyType">
    1136 <esm:RowSet displayRowCount="10" fetchCount="201" maxRowCount="200"
      startRow="1" totalCount="200" esm:name="ProblemTicket"> 1137
      1138 <esm:Row esm:name="ProblemTicket" esm:rowNumber="1">
        1139 <esm:Column>
          <esm:name>ProblemTicket.id</esm:name> 1140
          <esm:value>SITEA-00000034</esm:value> 1142
        </esm:Column>
        <esm:Column>
          <esm:name>ProblemTicket.Person.id</esm:name> 1144
          <esm:value>470000003</esm:value> 1146
        </esm:Column>
      </esm:Row>
      1141 <esm:Row esm:name="ProblemTicket" esm:rowNumber="2">
        <esm:Column>
          <esm:name>ProblemTicket.id</esm:name>
          <esm:value>SITEA-00000089</esm:value>
        </esm:Column>
        <esm:Column>
          <esm:name>ProblemTicket.Person.id</esm:name>
          <esm:value>470000003</esm:value>
        </esm:Column>
      </esm:Row>
    </esm:RowSet>
  </Body>
</Request>
</Transactions>
</esm:esmML>
  
```

FIG. 11

The diagram shows a block of XML code with various line numbers and brace annotations. The XML structure is as follows:

```
<splitReferences>
  <splitReference id="ProblemTicket.openDateTime">
    <reference>
      1205 ~ <order>1</order>
      1206 ~ <value>ProblemTicket.openDate</value>
    </reference>
    <reference>
      1209 ~ <order>2</order>
      1210 ~ <value>ProblemTicket.openTime</value>
    </reference>
  </splitReference>
  <splitReference id="ProblemTicketHistory.description">
    <reference>
      1215 ~ <order>1</order>
      1216 ~ <splitLength>254</splitLength>
      1217 ~ <value>ProblemTicketHistory.descriptionPart1</value>
    </reference>
    <reference>
      1220 ~ <order>2</order>
      1222 ~ <value>ProblemTicketHistory.descriptionPart2</value>
    </reference>
  </splitReference>
</splitReferences>
```

Annotations include:

- Brace 1202 groups the first `<splitReference>` block.
- Brace 1212 groups the second `<splitReference>` block.
- Line 1200 is at the top right, with a brace spanning the entire block.
- Line 1203 is above line 1205.
- Line 1204 is a brace spanning lines 1206 and 1210.
- Line 1208 is a brace spanning lines 1209 and 1210.
- Line 1213 is above line 1215.
- Line 1214 is a brace spanning lines 1216, 1217, and 1222.
- Line 1218 is a brace spanning lines 1220 and 1222.

FIG. 12A

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1227

1228 ~ <order> 1 </order>

1229 ~ <value> ProblemTicket.openTime </value>

1231

1232

1233

1234 ~ <order> 2 </order>

1235 ~ <value> ProblemTicket.openDate </value>

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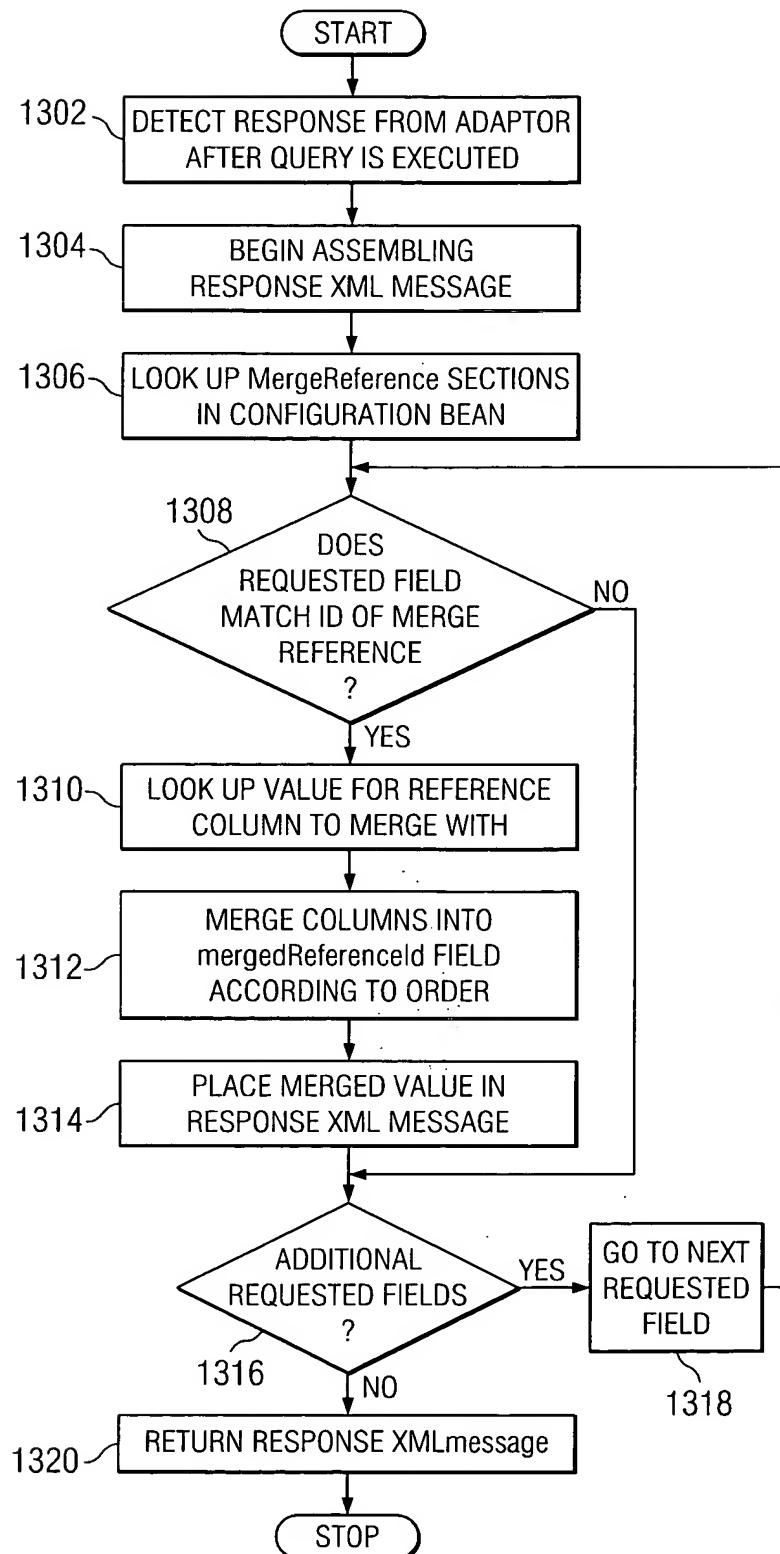
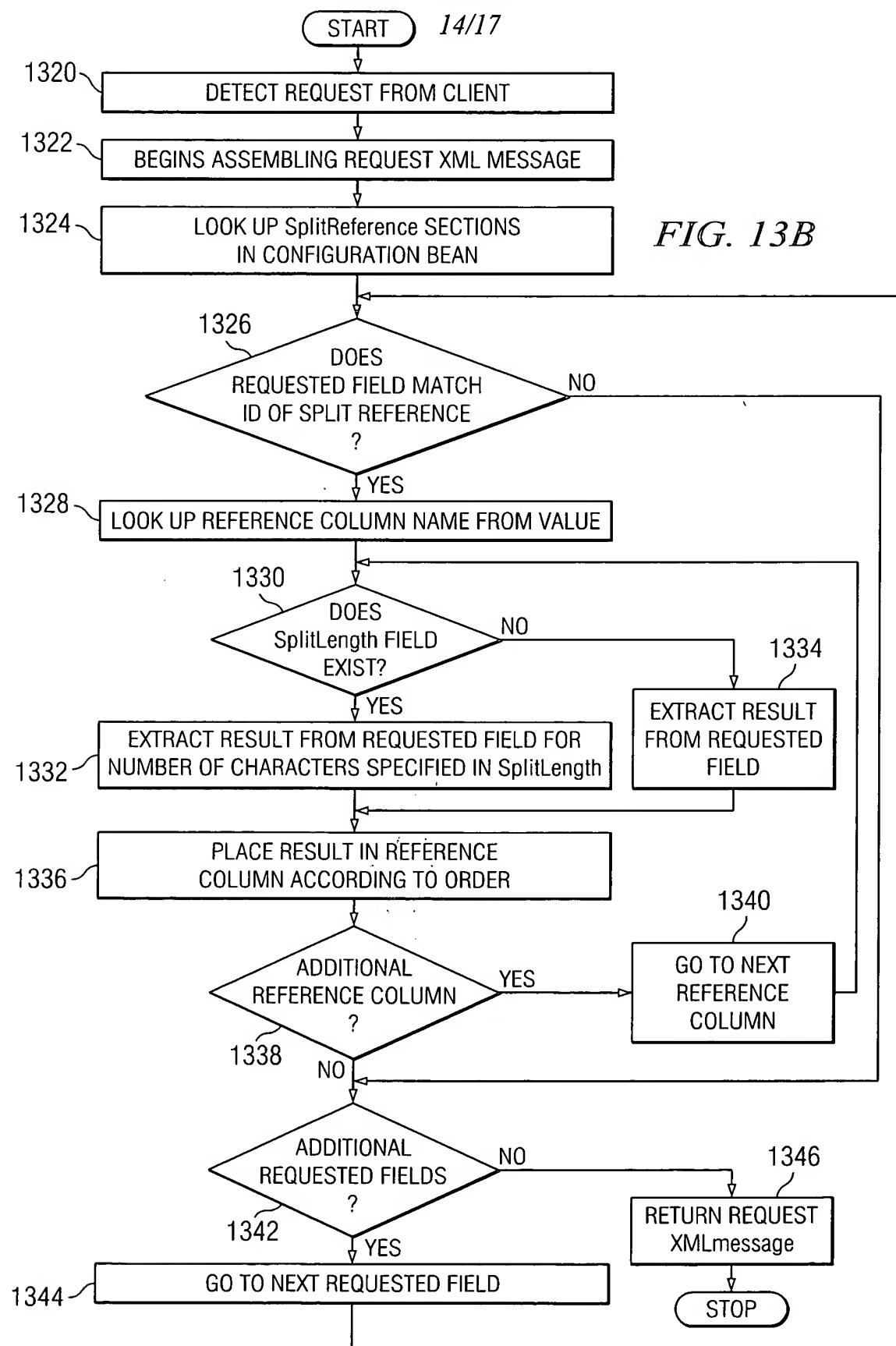


FIG. 13A



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1402 ~

```
<?xml version="1.0" encoding="UTF-8"?>
<esm:esmML xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:esm="http://www.ibm.com/esm" xmlns:etcML="http://www.ibm.com/v1/etcML" ID="2">
  <Transactions>
    <Request xsi:type="esm:ObjectRequestType" countryCode="fr" languageCode="FR"
      timeZone="" esm:agentID="EXAV" esm:userTrace="false">
      <SystemID>eESM630</SystemID>
      <TransactionType>get</TransactionType>
      <Parameters xsi:type="esm:ParameterType">
        <etcML:RequestedFields>
          <RequestedField>ProblemTicket.openDateTime</RequestedField>
        </etcML:RequestedFields>
        <etcML:StartRow>1</etcML:StartRow>
        <etcML:DisplayRowCount>10</etcML:DisplayRowCount>
      </Parameters>
      <etcML:Filters operator="AND">
        <etcML:Filter key="ProblemTicket.id" operator="Equal">
          <etcML:Value>SITEA-00001262</etcML:Value>
        </etcML:Filter>
      </etcML:Filters>
      <esm:TransactionTarget>ProblemTicket</esm:TransactionTarget>
    </Request>
  </Transactions>
</esm:esmML>
```

FIG. 14A

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<?xml version="1.0" encoding="UTF-8"?>
<esm:esmML xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:esm="http://www.ibm.com/esm" xmlns:etcML="http://www.ibm.com/v1/etcML" ID="2">
 <Transactions>
 <Request xsi:type="esm:ObjectRequestType" countryCode="fr" languageCode="FR"
 timeZone="Europe/Paris" esm:agentID="EXAV" esm:userTrace="false"> ~1417
 <SystemID>eESM630</SystemID>
 <TransactionType>get</TransactionType>
 <Parameters xsi:type="esm:ParameterType">
 <etcML:RequestedFields>
1412 ~<RequestedField>ProblemTicket.openDate</RequestedField>
1414 ~<RequestedField>ProblemTicket.openTime</RequestedField>
 </etcML:RequestedFields>
 <etcML:StartRow>1</etcML:StartRow>
 <etcML:DisplayRowCount>10</etcML:DisplayRowCount>
 </Parameters>
 <etcML:Filters operator="AND">
 <etcML:Filter key="ProblemTicket.id" operator="Equal">
 <etcML:Value>SITEA-00001262</etcML:Value>
 </etcML:Filter>
 </etcML:Filters>
 <esm:TransactionTarget>ProblemTicket</esm:TransactionTarget>
 </Request>
 </Transactions>
</esm:esmML>

FIG. 14B

1416

[11/14/03 16:00:16.016 CST] Servlet.Engine.Transports : 0:DEBUG
com.ibm.etc.cct.adapter.esm63.ejb.ESMAdapter63Bean.DataAccessManager-SQL
Stmt:SELECT PROBLEMS.OPEN_DATE, PROBLEMS.OPEN_TIME FROM

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TSD630UC.PROBLEMS PROBLEMS WHERE 1=1 AND ((PROBLEMS.PROBLEM_ID = ?
)) FETCH FIRST 2 ROWS ONLY
[11/14/03 16:00:16.016 CST] Servlet.Engine.Transports : 0:DEBUG
com.ibm.etc.cct.adapter.esm63.ejb.ESMAdapter63Bean.DataAccessManager -
setParameters(List parameters, PreparedStatement iPS):Param Type: CHAR Value: SITEA-
00001262

FIG. 14C

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Request and Response Data at Runtime

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PROBLEMS	
OPEN_DATE	OPEN_TIME
AUG 26, 2003	8:32:19 PM

FIG. 14D

```
<?xml version="1.0" encoding="UTF-8"?>
<esm:esmML xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:esm="http://www.ibm.com/esm" ID="2">
  <Transactions>
    <Response xsl:type="esm:ObjectResponseType" timeStamp="2003-11-14T22:08:47Z">
      <SystemID>eESM630</SystemID>
      <TransactionType>get</TransactionType>
      <ErrorCode>0</ErrorCode>
      <ResponseDescription>success</ResponseDescription>
      <Body xsl:type="esm:ObjectResponseBodyType">
        <esm:RowSet fetchCount="1" maxRowCount="1" startRow="1" totalCount="1"
          esm:name="ProblemTicket">
          <esm:Row esm:name="ProblemTicket" esm:rowNumber="1">
            <esm:Column>
              1432 <esm:name>ProblemTicket.openDateTime</esm:name>
              1434 <esm:value>Aug 26, 2003 8:32:19 PM</esm:value>
            </esm:Column>
          </esm:Row>
        </esm:RowSet>
      </Body>
      <esm:TransactionTarget>ProblemTicket</esm:TransactionTarget>
    </Response>
  </Transactions>
</esm:esmML>
```

FIG. 14E